



Box 20193, RPO Towne Centre
Kelowna, BC V1Y 9H2
Administration: 778-478-7774
24-hour Line: 250-763-1040
kelownawomensshelter.ca

Manager, Programs & Services

Located in the heart of the Okanagan Valley, the Kelowna Women's Shelter is growing as an organization and is looking forward to strengthening existing programming and developing new opportunities to support women and children and break the cycle of domestic abuse. Come and join us during this exciting time of growth!

The Central Okanagan Emergency Shelter Society (COESS), operating as the Kelowna Women's Shelter (KWS), provides a range of services, which focuses on the prevention of domestic abuse and support services for women and children during and following a domestic abuse crisis.

We are currently seeking a **Manager, Program & Services**. This is a full-time position, 37.5 hours per week, Monday to Friday offering a competitive salary and benefits package.

Summary

Adhering to the *Mission Statement*, vision, values, philosophy, and policies of the organization, the Manager, Programs & Services is responsible for:

- The organization, management, development, and delivery of quality client services for the 24-hour helpline, WISH house, and transition houses for the Kelowna and West Kelowna locations
- The organization, management, development, and delivery of quality programs and day-to-day operations of the Outreach, Education & Prevention and PEACE programs.
- Working collaboratively with the Supervisor, Transition House and Director, Programs & Services to identify efficiency, effectiveness, accessibility, and client satisfaction improvements to provide women-centered, safe, caring, responsive and supportive environment and programs for women and their children accessing services from first point of contact to end of services.
- Working with the Supervisor, Transition House to monitor and maintain documentation in respect to ongoing performance expectations and goals ensuring Transition House teams are demonstrating appropriate levels of client services and documentation, monitor team members performance and completing probationary and annual performance reviews.
- Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.

Qualifications

- Minimum post-secondary degree in Social Work, Counselling, or related field. Masters preferred.
- Minimum of four years of experience in similar organization/sector
- Minimum of four years leadership and supervisory experiences.
- Previous experience in client support, program development and implementation, key performance measures, and evaluation is required.
- Valid BC Driver's License and access to a vehicle
- Successful completion of a criminal record check

Knowledge, Skills, & Abilities

- Strong knowledge and linkage to external services and systems that is available to women and children experiencing domestic abuse.
- Excellent computer skills (Microsoft and client management systems)
- Must have excellent interpersonal communication skills (oral & written)
- An ability to engage with diverse populations in a respectful and culturally responsive manner.
- Able to think quickly and provide expert guidance in complex, critical, or irregular events.
- Ability to determine resources required for the delegated programs and services, and to monitor financial and human resources, in consultation with the Director, Programs & Services.

This role supports a 24/7 facility, the need to be flexible to support operations across seven (7) days is required. This includes on-call rotation and occasional coverage of shifts if required.

Please review the full job description – [here](#) - before applying.

If you are interested in applying for this position, please email your resume and cover letter to careers@kelownawomensshelter.ca

This posting will remain open until the right candidate is found.

We thank all those who express interest in this opportunity however only those short-listed will be contacted.